

In the Claims

Claims are amended as follows:

1. (previously presented) A method of establishing a telephone call over a communications network between a call source and one of a plurality of call destinations using a web based telephony application hosted by a web server, said method comprising the steps of:

(i) receiving at the web server a uniform resource identifier (URI) comprising information about the plurality of call destinations and time ranges associated with said plurality of call destinations;

(ii) arranging the web based telephony application to access the URI in response to a call event to compare a current time with the associated time ranges to select an appropriate one of the plurality of call destinations according to the time comparison and to instruct a telephony apparatus in the communications system to establish said call to said selected one of the plurality of call destinations.

2. (previously presented) The method as claimed in claim 1 wherein said step (i) of receiving a URI comprises receiving the URI from an entity selected from a web site and a software application on a user terminal.

3. (previously presented) The method as claimed in claim 1 wherein said step (i) of receiving a URI comprises receiving the URI from a web-based conference call booking application.

4. (previously presented) The method as claimed in claim 1 wherein said plurality of call destinations comprise a plurality of telephony enabled devices belonging to a single user.

5. (previously presented) The method as claimed in claim 1 wherein said URI comprises time zone information.
6. (previously presented) The method as claimed in claim 1 wherein said information about the plurality of call destinations comprises a respective directory number (DN) for each of said plurality of call destinations.
7. (previously presented) The method as claimed in claim 1 wherein said call event comprises receiving an incoming call and said web based telephony application instructs said telephony apparatus to redirect said call to said selected one of the plurality of call destinations.
8. (previously presented) The method as claimed in claim 1 wherein said URI comprises call destination information for a plurality of different agents at one or more contact centres and said call event comprises a user initiating a telephone call to one of said plurality of different agents through a corporate web site.
9. (cancelled)
10. (previously presented) The method as claimed in claim 1 which further comprises instructing the telephony apparatus to display the URI at a telephone terminal at the call source.
11. (previously presented) A web-based telephony application for establishing a telephone call over a communications network between a source and one of a plurality of call destinations, said web-based telephony application being hosted by a web server, the web-based telephony application comprising:
- (i) an input arranged to receive a uniform resource identifier (URI) comprising information about the plurality of call destinations and time ranges associated with said plurality of call destinations; and

(ii) a computer program arranged to access the URI and in response to a call event to compare a current time with the associated time ranges to select an appropriate one of the plurality of call destinations according to the time comparison and to instruct a telephony apparatus in the communications system to establish said call to said selected one of the plurality of call destinations.

12 to 18. (cancelled)

19. (previously presented) The web-based telephony application as claimed in claim 11, further comprising a web-browser arranged to receive said URI comprising said information about the plurality of call destinations and time ranges associated with said plurality of call destinations.

20. (previously presented) The web-based telephony application as claimed in claim 19, comprising a parser arranged to parse said URI.

21. (previously presented) The web-based telephony application as claimed in claim 11, wherein said plurality of call destinations comprise a plurality of telephony enabled devices belonging to a single user.

22 to 24 (cancelled)

25. (previously presented) The web-based telephony application as claimed in claim 11, wherein the URI includes : password information; time zone information, address information; and protocol information.

26. (cancelled)

27 (previously presented) The web-based telephony application as claimed in claim 11, wherein said call event comprises receiving an incoming call and said web based

telephony application is arranged to instruct said telephony apparatus to redirect said call to said selected one of the plurality of call destinations.

28. (previously presented) The web-based telephony application as claimed in claim 11, wherein said URI comprises call destination information for a plurality of different agents at one or more contact centres and said call event comprises a user initiating a telephone call to one of said plurality of different agents through a corporate web site.

29. (new) A method of establishing a telephone call over a communications network between a call source and one of a plurality of call destinations using a web based telephony application hosted by a web server, said method comprising the steps of:

- (i) receiving at the web server a uniform resource identifier (URI) comprising information about the plurality of call destinations and time ranges associated with said plurality of call destinations;

- (ii) arranging the web based telephony application to access the URI in response to a call event to compare a current time with the associated time ranges to select an appropriate one of the plurality of call destinations according to the time comparison and to instruct a telephony apparatus in the communications system to establish said call to said selected one of the plurality of call destinations,

wherein said URI comprises call destination information for a plurality of different agents at one or more contact centres and said call event comprises a user initiating a telephone call to one of said plurality of different agents through a corporate web site.

30. (new) A web-based telephony application for establishing a telephone call over a communications network between a source and one of a plurality of call destinations, said web-based telephony application being hosted by a web server, the web-based telephony application comprising:

(i) an input arranged to receive a uniform resource identifier (URI) comprising information about the plurality of call destinations and time ranges associated with said plurality of call destinations; and

(ii) a computer program arranged to access the URI and in response to a call event to compare a current time with the associated time ranges to select an appropriate one of the plurality of call destinations according to the time comparison and to instruct a telephony apparatus in the communications system to establish said call to said selected one of the plurality of call destinations,

wherein said URI comprises call destination information for a plurality of different agents at one or more contact centres and said call event comprises a user initiating a telephone call to one of said plurality of different agents through a corporate web site.